

Mission Statement

Age UK Plymouth exists to care for and work with older people, those living with dementia and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence.

The Role

We are searching for passionate and caring volunteers to join our Catering team at The William and Patricia Venton Centre, Astor Drive, Mount Gould.

Our Catering department is a busy hub, at Mount Gould they cater for our Café Time & Again, the Day Centre in Mount Gould and food is transported to the Dementia Day Centre in Plymstock. So, with that in mind a volunteer's role is very varied. In this role you will be undertaking general kitchen duties, complying with food hygiene regulations, helping serve and clear away after service and so much more, but all guided by the Catering Team.

Main Duties:

- Develop relationships with service users, their carers' and staff throughout the organisation.
- To pay attention to the safety and security of service users at all times ensuring that any issues are reported to management in a timely fashion
- Providing a friendly and welcoming environment, ensure service users, their carers' and staff are treated with dignity and respect.
- Undertake general kitchen duties
- Comply with food hygiene regulations
- Taking orders and serving clients in the café
- Helping to serve and clear away after service
- To comply with the Charity's policies and procedures.
- To undertake other ad-hoc duties as and when requested.

Skills and Personal Qualifications

- Good customer service skills
- Good organisational skills,
- A caring nature,
- Be a good listener,
- Empathetic,
- Enjoy being part of a team
- Reliability and good time keeping abilities.

Time Commitment:

Morning, afternoon or all-day sessions – ideally a minimum of 3-hour sessions.
Between the hours of 09:00-16:00 Wednesday - Saturday

In Return, We'll Provide:

- Initial and ongoing training to help you build your skills and knowledge.

- Continuous support from our team, ensuring you feel equipped and confident in your role.
- An opportunity to meet and connect with our dedicated group of over 40 volunteers, both socially and through training sessions.
- Reimbursement for any reasonable, approved out of pocket expenses.
- Full insurance coverage while you are volunteering on behalf of Age UK Plymouth.

Responsible To

Catering Team & Director of Operations